



State of Utah

Department of Commerce

Division of Consumer Protection

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MEDIA ALERT

Consumer Protection Issues Warning on Bogus U.S. Bank "Phishing" Email

"Email directs recipient to sign up for Verified by Visa and provide account information"

(For immediate release)

SALT LAKE CITY, Utah – The Division of Consumer Protection announced today that Utah citizens need to be aware of a new "spoof" email that claims to come from U.S. Bank. The email contains U.S. Bank logos and graphics and tells the recipient they are required to sign up for a program called "Verified by Visa" and provide their account information through a web link. The recipient is also told that if they don't comply with the instructions, their account will be disabled immediately. This phishing scam was tracked by a Utah Division of Consumer Protection investigator as originating out of Romania. The Division has learned that consumers in other states have entered their account numbers into the fake "Verified by Visa" web link and have had money transferred from their accounts without their authorization to a pre-paid debit card.

"Phishing scams target banks across the country every day. This email tries to fool U.S. Bank customers into giving up their account information for a fake Verified by Visa program. Don't fall prey to this latest bogus email and protect yourself and others from these scams," said Francine A. Giani, Executive Director of the Utah Department of Commerce.

"We at U.S. Bank appreciate that the Utah Division of Consumer Protection shares our commitment regarding the safety and security of our customers' accounts and information," said Steve Dale, spokesman for U.S. Bank, "U.S. Bank would never ask a customer to place their personal information in jeopardy by contacting them and asking them to divulge it over the phone, via email or text messages."

The Division of Consumer Protection urges anyone who receives this phishing email to do the following;

- 1) Do not enter any account information or click on any links or attachments with this email.
- 2) Delete the message from your email inbox.
- 3) If you have opened or clicked on any link or attachment, run an anti-virus program on your computer immediately.
- 4) Call your local US Bank branch or visit them in person with questions about this email.
- 5) U.S. Bank customers can learn more about how to protect their accounts by

logging on to www.usbank.com and scrolling down to the bottom right corner and click "Online Security: Learn to protect yourself."

More information about bogus emails, phishing, and virus protection is available at www.OnGuardOnline.gov. For additional information on how to protect yourself from consumer scams and fraud, log on to www.consumerprotection.utah.gov. If you have a question about a possible scam or consumer complaint, contact the Division of Consumer Protection at (801) 530-6601.

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